

Job Title: **Appellate Case Manager**

Department: **Indiana Supreme Court, Div. of Supreme Court Administration,
Clerk's Office**

Reports Directly To: **Deputy Clerk**

Salary Admin. Plan: **Secretarial, I-B through III-C**

Duties:

The Appellate Case Manager has five main responsibilities: (1) accepting documents and filing fees from customers; (2) answering questions from practitioners, paralegals, and the general public concerning appellate filings; (3) processing filings; (4) sorting and opening the mail; and (5) maintaining computerized case histories for appellate cases assigned to them. The Appellate Case Manager is assigned a caseload and is responsible for monitoring the progress of cases from filing through completion. The Appellate Case Manager is also responsible for maintaining the active file shelves in a neat and orderly fashion, monitoring the supply of file-folder stickers, file folders, and other needed items, and performing related tasks as the Clerk, Deputy Clerk, or Office Administrator may require.

Job Requirements:

- Bachelors degree; Associates degree in secretarial, or paralegal studies, office administration, or data entry; or HS diploma/GED with substantial customer service and data entry experience
- Excellent communication skills
- Exceptional “customer service” orientation
- Excellent attention to detail
- High degree of data entry proficiency without errors
- Thorough understanding of the Indiana Rules of Appellate Procedure and how they apply to the various filings received by Clerk's Office
- Ability to deal professionally and tactfully with practitioners, staff attorneys, co-workers, and the general public, even in the face of reciprocal unprofessional or abusive behavior
- Ability to work quickly and efficiently under pressure and on multiple tasks simultaneously
- Ability to be physically present in the Main Office during regular business hours
- Ability to work closely and well with others in a “team”-oriented office environment
- Proficiency in Microsoft Word® and Lotus Notes®
- Ability to lift case bundles and boxes weighing up to 25 pounds, up to 4 feet off of the ground, up to 20 times per day without assistance.